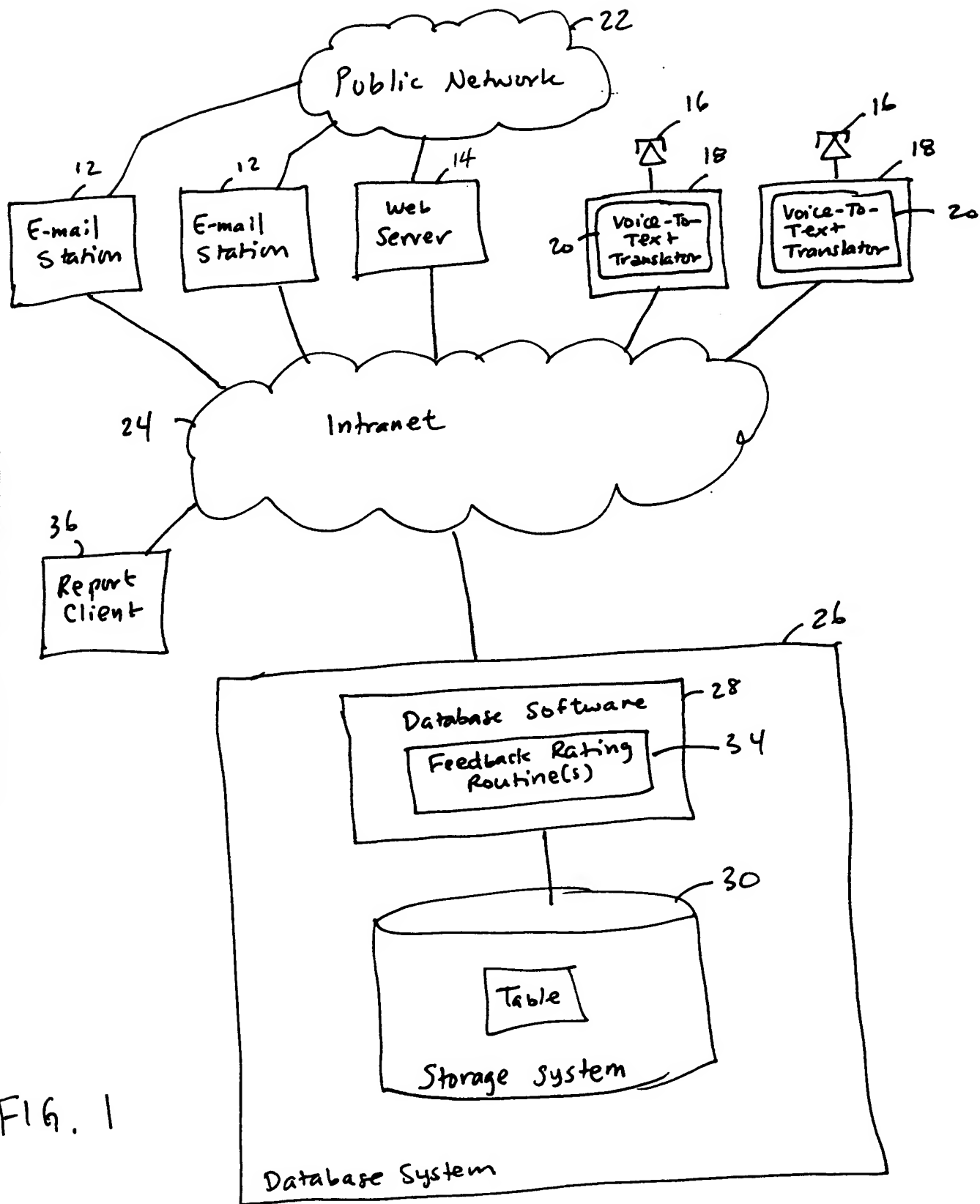
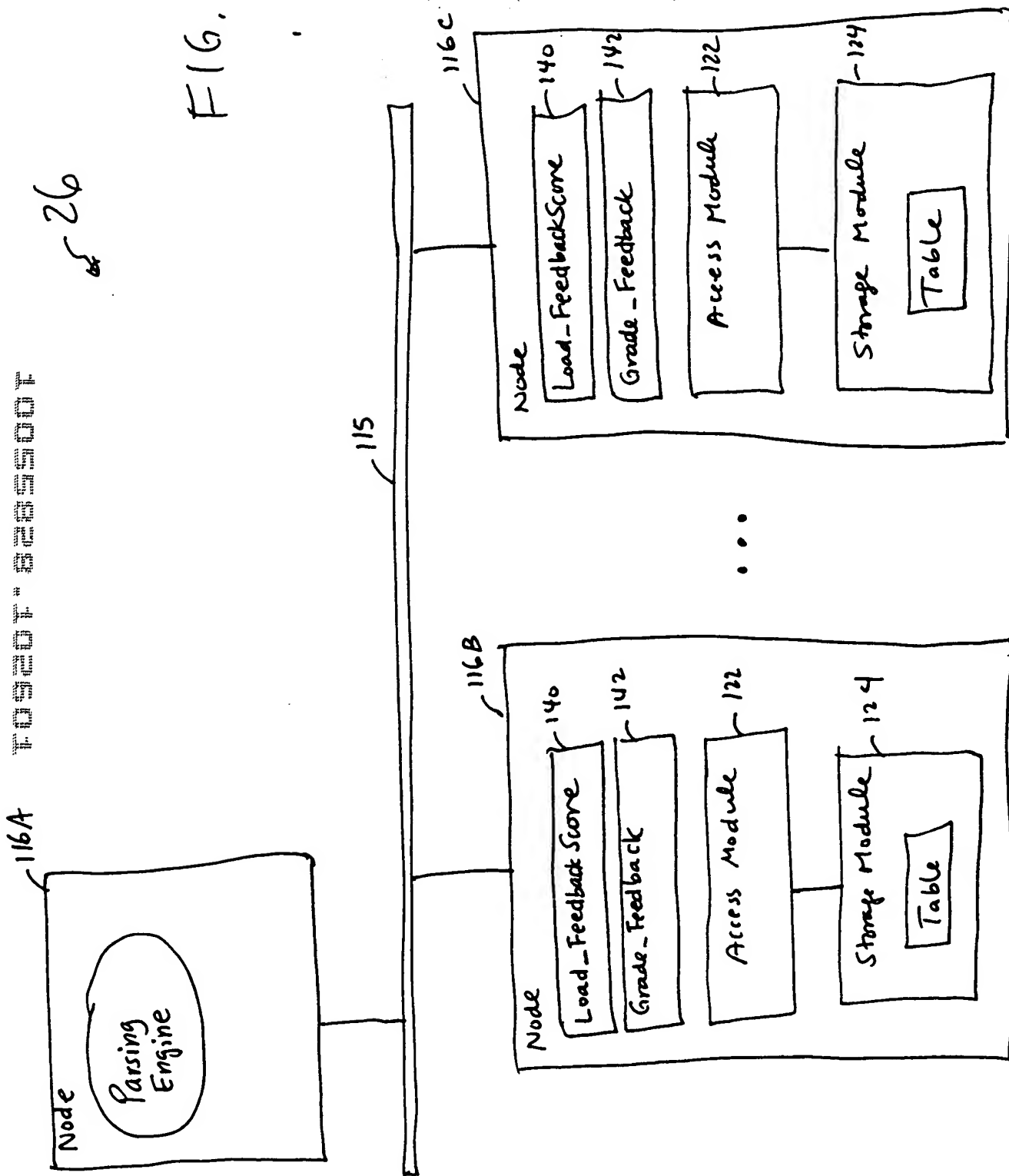


FIG. 1





202

Customer_ID	...	Feedback	Timestamps
	⋮		

Feedback Rating Table

ID	Feedback Score
ID1	[ARRAY 1]
ID2	[ARRAY 2]
	⋮

FIG. 3

Word	Raw Score	Adjectives (score modifiers)	
		Very	Extremely
anger	-5	2	4
joy	+7	2	4
sad	-2	2	4
surprise	+7	2	4
disgust	-4	2	4

FIG. 4

FIG. 4

Client
systems

Report
Client
36

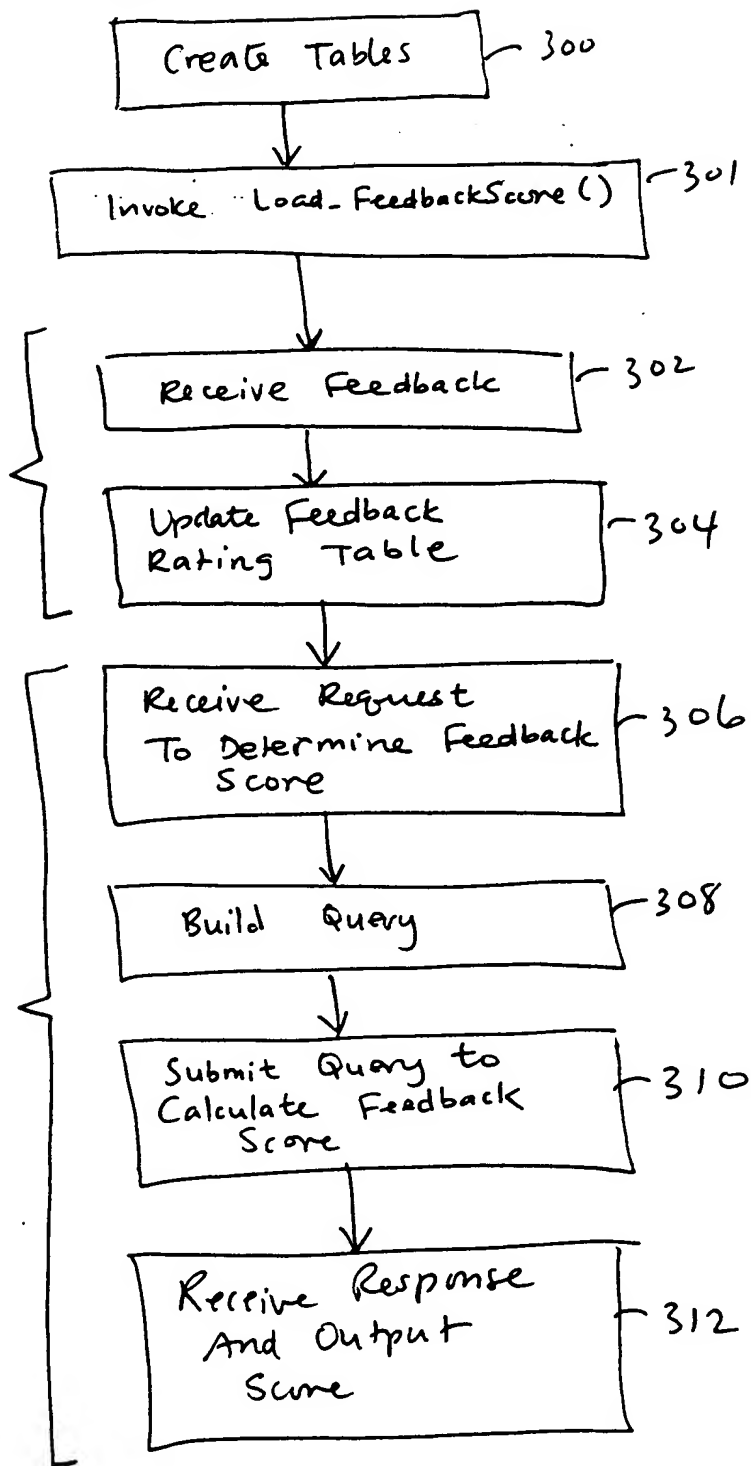


FIG. 5



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10/055,828	10/26/2001	Michael L. Reed	10007 (NCRC-0059-US)

CONFIRMATION NO. 7828

FORMALITIES LETTER



OC000000007667583

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Date Mailed: 03/19/2002

NOTICE TO FILE CORRECTED APPLICATION PAPERS

Filing Date Granted

This application has been accorded an Application Number and Filing Date. The application, however, is informal since it does not comply with the regulations for the reason(s) indicated below. Applicant is given **TWO MONTHS** from the date of this Notice within which to correct the informalities indicated below. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a)

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
 - drawing sheets do not have the appropriate margin(s) (see 37 CFR 1.84(g)). Each sheet must include a top margin of at least 2.5 cm. (1 inch), a left side margin of at least 2.5 cm. (1 inch), a right side margin of at least 1.5 cm. (5/8 inch), and a bottom margin of at least 1.0 cm. (3/8 inch);

A copy of this notice MUST be returned with the reply.

Z. Araya

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Initial Patent Examination Division (703) 308-1202

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